



OFFICIAL RESPONSES TO VENDOR QUESTIONS RFB-2017-OMBP-01-NEMT

No.	Question	Answer
1.	Section 2.4 a) What is the average trip distance in miles for ambulatory trips? b) What is the average trip distance in miles for wheelchair trips? c) Can these trip averages be provided by county?	<p>The transportation benefit has only been outsourced to a transportation broker for 5 months. With a 6 month claims run out, the Department is not able to provide credible data that would be reflective of future trends. The Bidder may, based upon experience, include information on their experience and how that translates into costs.</p> <p>a) In the Fee For Service program the average round trip differs between the southern and northern tiers of the state. The southern tier average in 2013, which is the last full year of data, the average trip distance was 10 miles in the southern tier. In the northern tier the average is closer to 55 miles.</p> <p>b) Data on the average trip distance for wheelchair trips is not available.</p> <p>c) DHHS is not able to provide the data by county.</p>
2.	Section 2.5 In instances of urgent transportation need, is the ability to utilize a taxi partner an option?	<p>Yes, as long as the taxi partner is part of the vendor's network and the client is able to safely travel by taxi.</p>
3.	Section 2.5 During the current contract period, what number of trips were made available with less than 24 hours notification?	<p>This information has not been reported to the Department as of this date.</p>
4.	Section 2.6 During the current contract period, what number of trips were reimbursement-based?	<p>Unclear what "reimbursement-based" means.</p>

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5.	Section 2.9.7 Please provide current call volume by hour for one sample week.	The Department has not captured these data elements as of this date.
6.	Section 3.1 Can the Department extend the Due date by two weeks to June 10, 2016?	See Addendum #1.
7.	Appendix E, Scope of Services, 1. Provisions Applicable to All Services, 1.10 Is there a limit on the number of days in advance that trips can be requested?	No. However, client eligibility must be confirmed on the day service is provided.
8.	Appendix E, Scope of Services, 2. Contractor Obligations, Section 2.9 Contractor Call Center, and Appendix E Scope of Services, 2. Contractor Obligations, 2.9.7 Would NH DHHS consider a non-specific call center strictly for overflow or business continuity purposes?	Yes. However, the transfer of information to the vendor must be completed promptly and the non-specific call center must confirm that the client received a call back and/or their call was answered by the vendor's primary call center.
9.	Appendix E, Scope of Services, 2. Contractor Obligations, Section 2.9.4 a) What degree of coordination is desired? b) What purpose will this coordination serve –responding timely to client requests? Transfer of information between the contractor and the Department?	a) The Department expects that clients to receive the correct type of transportation to the correct provider at the correct time. Additionally, to the extent that multiple trips can be coordinated (for example: going to the pharmacy to pick up a prescription following a doctor's appointment), it is expected that the vendor will coordinate these types of trips. b) See a), above. c) Coordination means taking responsibility for all aspects of a client's transportation. The Department will establish a "critical incident" communication plan between the transportation

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	c) Can the definition of 'coordination' be clarified for intended purpose(s)?	vendor and Department and/or the MCOs.
10.	Appendix E, Scope of Services, Table 6.1A: Please provide the current call abandonment rate.	This information has not been reported to the Department as of this date.
11.	General Can details, as indicated below, be provided for current call center volume, including a breakout of call type by weekday (day and hour) and weekend (day and hour)? Details including: a) Number of reservation calls b) Number of cancellation calls c) Number of Where's My Ride calls d) Average call length for reservation calls e) Average call length for cancellation calls f) Average call length for Where's My Ride calls.	The Department has not captured these data elements.
12.	General Please provide a one week sample daily trip log, in Excel format, including pick up and drop off points.	The Department has not captured these data elements.
13.	General Are any long-term trip authorizations made – for example are a series of trips authorized	Such arrangements can be made with the understanding that eligibility for Medicaid must be confirmed on the date of service.

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	for a number of weeks or months for such services as dialysis?	
14.	General Please provide a listing of the positions and corresponding number of FTE for each position, currently provided by the contractor(s) for this operation. Please indicate whether these positions are 100% dedicated to this contract.	DHHS is not able to provide this proprietary information.
15.	General Please provide a seniority list for the current employees for the call center services and indicate position, full time or part time, length of service and current rate of pay.	DHHS is not able to provide this proprietary information.
16.	General Please provide information regarding the current benefits and co-pays for the current employees to include drivers and staff. Please include +as many specifics as possible.	DHHS is not able to provide this proprietary information.
17.	General At various times state, federal and local governments change laws, rules and regulations, which may require a company to increase wages or benefits for employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the Department respond to a request for increased	The Department would evaluate such a request on a case by case basis. The Department cannot guarantee that funds will be available to increase the contract price limitation should their be a change in in state, federal or local government laws, rules and/or regulations that result in the vendor being required to increase to employee wages and/or benefits.

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	compensation?	
18.	General What is the current contract value?	The current contract can be viewed on-line at that Secretary of State's website (http://sos.nh.gov/nhsos_content.aspx?id=8589952248), Item #A2.
19.	General How many trips were provided during the current contract period?	The transportation benefit has only been outsourced to a transportation broker for 5 months. With a 6 month claims run out, the Department is not able to provide credible data that would be reflective of future trend.
20.	General Please provide a list of current providers supporting this service.	DHHS is not able to provide this proprietary information.